



94TH GENERAL ASSEMBLY

State of Illinois

2005 and 2006

HB1589

Introduced 2/15/2005, by Rep. Jack McGuire

SYNOPSIS AS INTRODUCED:

New Act

Creates the Human Voice Contact Act. Provides that a State agency that uses automated telephone answering equipment to answer incoming telephone calls must, during the normal business hours of the agency, provide the caller with the option, among the first set of menu choices, of speaking to a live operator. Exempts a telephone line that is dedicated as a hot line for emergency services or to provide general information.

LRB094 09848 RSP 40104 b

1 AN ACT in relation to State government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 1. Short title. This Act may be cited as the Human
5 Voice Contact Act.

6 Section 5. Legislative findings. The General Assembly
7 finds that:

8 (1) the people of this State, from time to time, need
9 contact with State agencies because of problems or
10 concerns;

11 (2) often when a person calls a State agency that
12 person needs to talk to an individual, and it is not
13 necessarily convenient or practical for that person to
14 leave a message or to follow an automated menu;

15 (3) the purpose of State agencies is to serve the
16 people of this State in a manner that is as accessible,
17 efficient, and responsive as possible;

18 (4) when a person calls a State agency and receives an
19 automated operator or an automated menu instead of a live
20 operator, often that person is not able to adequately
21 receive assistance or services; and

22 (5) the number of people calling a State agency and not
23 getting the assistance or services that they are entitled
24 to because the State agency does not have a live operator
25 answering incoming phone calls grows by the day.

26 Section 10. Definition. In this Act, "State agency" means
27 the same as in Section 1-7 of the Illinois State Auditing Act.

28 Section 15. Automated telephone answering equipment. A
29 State agency that uses automated telephone answering equipment
30 to answer incoming telephone calls must, during the normal

1 business hours of the agency, provide the caller with the
2 option, among the first set of menu choices, of speaking to a
3 live operator. This Section does not apply to a telephone line
4 that is dedicated as a hot line for emergency services or to
5 provide general information.